



A Decade of Advancing Patient-Centered Care:  
**The 10th National CAHPS® User Group Meeting**




**CAHPS In-Center Hemodialysis  
(ICH) Survey  
Next Steps**

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**Use of CAHPS ICH**



- Available through AHRQ
- AHRQ would be interested in feedback on experience using the survey instrument

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## Contact AHRQ



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## Quality Improvement Project



- **Patients and professionals agree that if a patient survey is administered, improvement of care should occur**  
  
*Identifying areas where scores are low*  
  
*Probing to determine exactly what the problems are that led to lower scores*

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## QI Project



- **Exploratory quality improvement project with facilities and respective Networks**
- **Objective: to design and implement a quality improvement project using survey results**
- **Goal: to determine how survey results can be used for quality improvement by facilities**

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